

Indiana WIC Vendor Notice 16-2

Date: December 17, 2015

To: Indiana WIC Vendors

From: Indiana WIC Vendor Consultant staff

Re: Indiana eWIC Vendor Information

As vendors were informed at Indiana WIC's September 2015 mandatory vendor training, Indiana is preparing to transition to an eWIC system called INWIC that will allow Indiana WIC participants to use EBT cards towards payment for WIC-approved items. Please see the 2016 Indiana eWIC Implementation Schedule for the specific start dates for each Indiana county.

Indiana WIC has developed a partnership with Xerox, who will be processing WIC EBT transactions in the INWIC system. INWIC is an online system (similar to Michigan and Kentucky WIC's systems) and will require an Internet connection at your store. Xerox should have already contacted all Indiana WIC vendors via email. If you have not been contacted by Xerox yet, please provide your contact information to Boyd Neal at boyd.neal@xerox.com.

Major chains and other vendors that are using an integrated cash register system that has already been approved for WIC EBT in other states will not need to go through a full certification testing. If you are unsure about your cash register certification status, you may wish to check with your IT support to determine if your system has been certified in another WIC state. Xerox will provide test cards and a detailed testing script to vendors ready to do a streamlined test to validate previously certified systems. Vendors can start utilizing self-checkout registers for WIC purchases once Indiana WIC switches to WIC EBT transactions.

Vendors that are using an integrated cash register system that has not been previously certified for WIC in other states will need to undergo more detailed testing to make sure that the system is capable and ready to process WIC EBT transactions correctly.

Xerox is still trying to identify those vendors that do not have an integrated register system that will need WIC-only stand-beside units to process WIC EBT transactions. Vendors using stand-beside units will need to run transactions twice – once through the store's cash register and again through the stand-beside unit to validate the WIC transaction. Indiana WIC is only providing one free stand-beside device per store. A store with multiple cash register lanes can purchase additional units direct from Xerox. SNAP and WIC stand-beside units are not compatible, so stores using SNAP stand-beside units will also need WIC stand-beside units. A few weeks prior to eWIC implementation in your county, Xerox will send a technician to each store location that requests a stand-beside device for installation and training.

Vendors can choose to use third party processors (TPPs) to process Indiana WIC EBT transactions. In addition, vendors can choose to connect directly with Xerox for processing. Any vendor that connects directly will have to sign an agreement with Xerox that includes bank account and other financial information in order for payments to be processed. All vendors using Xerox-provided stand-beside units will connect directly with Xerox.

WIC participants will be encouraged but not required to continue separating their WIC items from non-WIC items during WIC EBT checkouts using integrated cash registers. Although integrated cash registers can remove WIC EBT items from a mixed basket transaction, separating items will likely reduce participant or cashier errors during the initial phases of eWIC implementation. However, WIC participants must separate WIC items from non-WIC items if the vendor is using a stand-beside device for WIC.

At the end of checkout, vendors must always provide a cash register receipt to the participant after WIC EBT transactions so that the participant will know what benefits are remaining during the participant's current benefits period.

Prior to eWIC implementation, WIC participants will continue to be issued up to 3 months of paper WIC checks. As a result, a vendor may continue to see paper WIC checks for several months after eWIC implementation and must be able to accept both WIC EBT and WIC checks during this time. By January 2017, all Indiana WIC participants should solely be using WIC EBT cards.

If you have any problems with transactions or payments once WIC EBT begins, please contact your TPP or the Xerox vendor help desk toll-free at 1-855-222-0502.

Thank you for your continued support of the Indiana WIC Program. If you have any questions about Indiana eWIC implementation, you can contact the State WIC Program at (800) 522-0874 and ask for the Vendor Consultant in your area.